

FIG. 1

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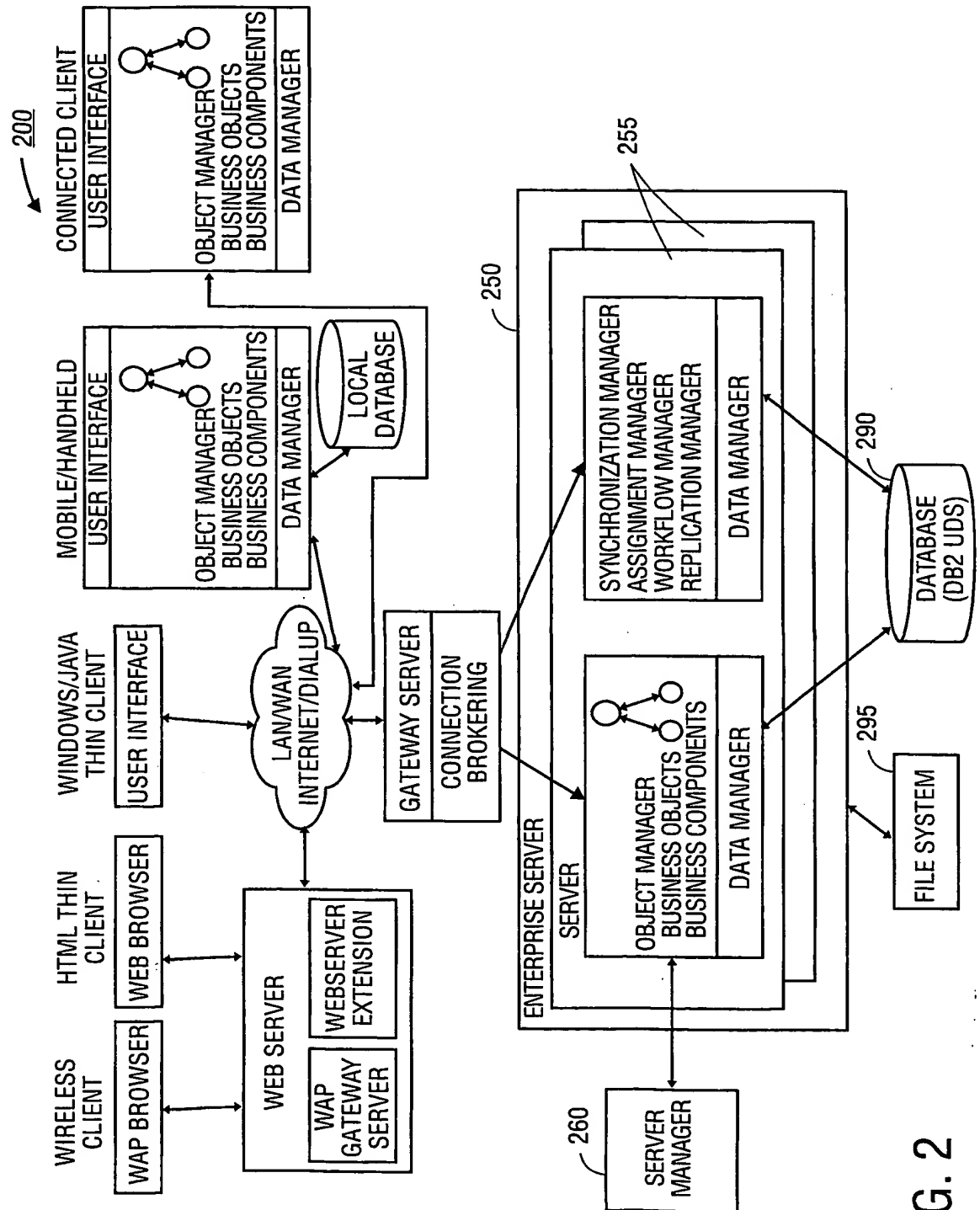


FIG. 2

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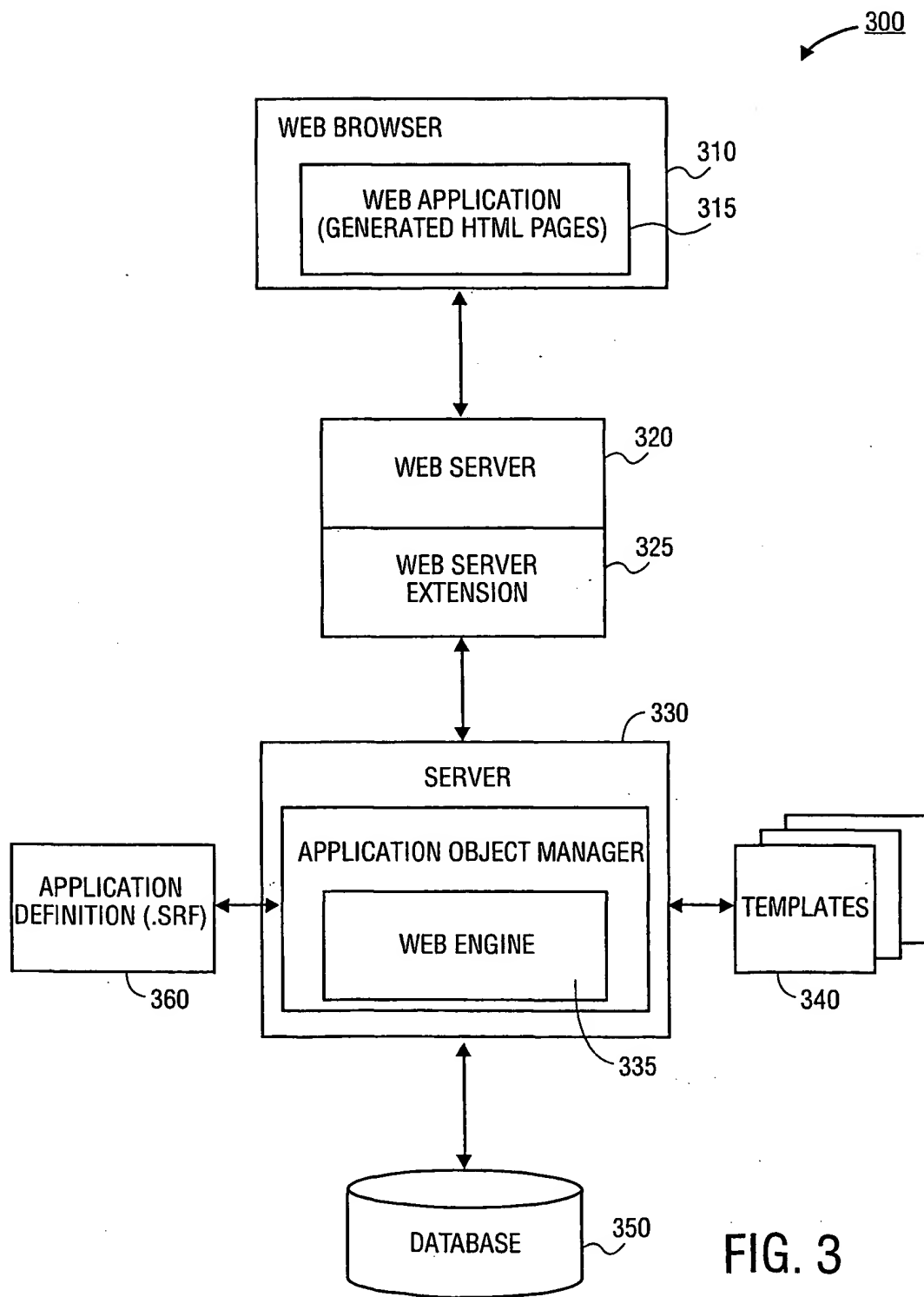


FIG. 3

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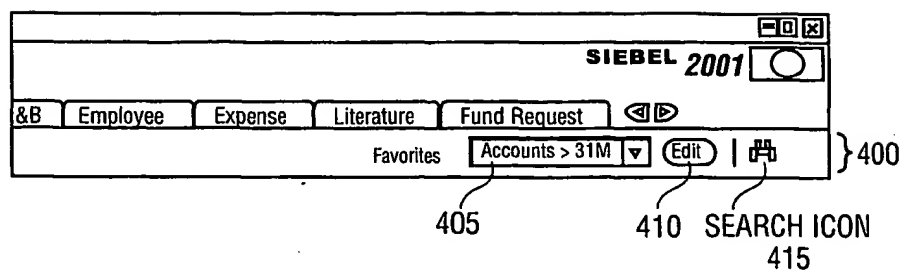


FIG. 4

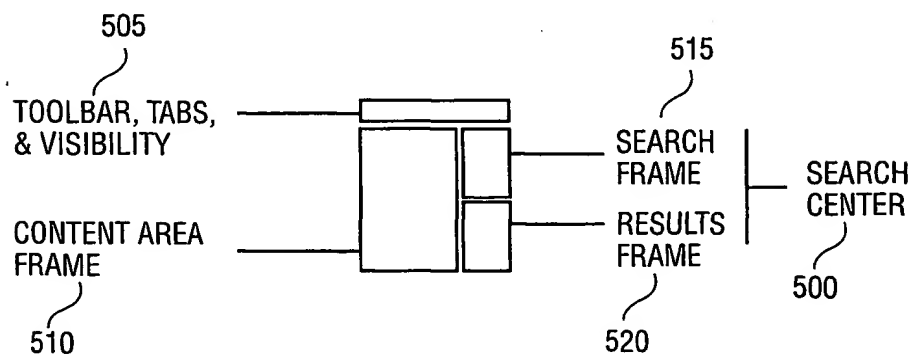


FIG. 5

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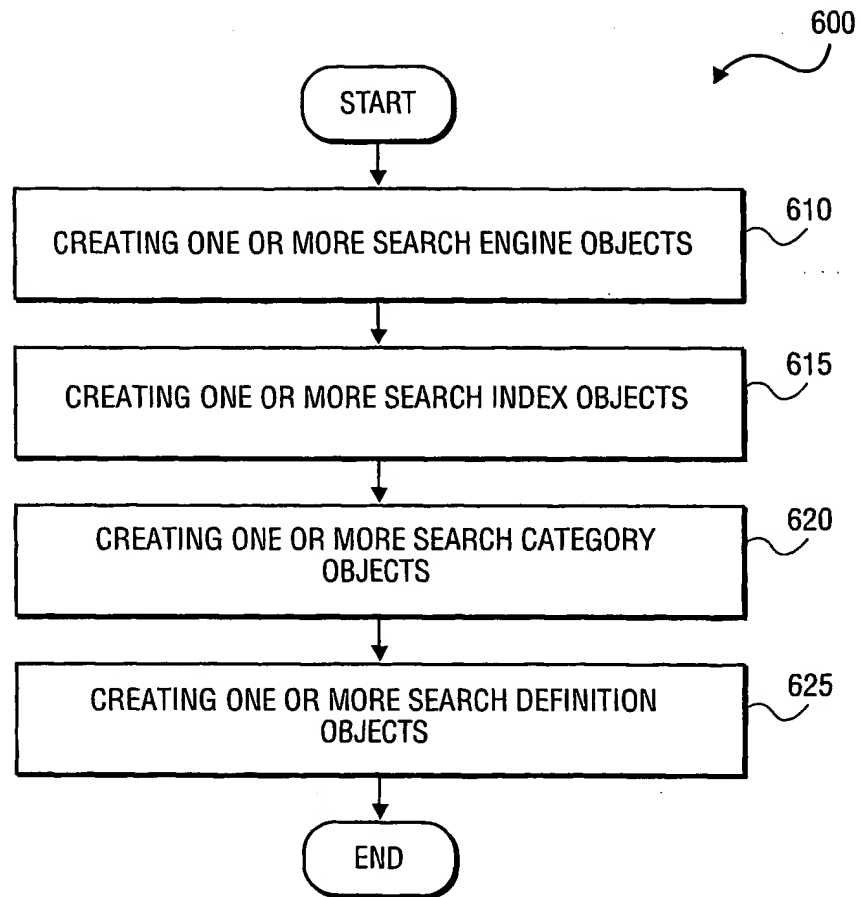


FIG. 6

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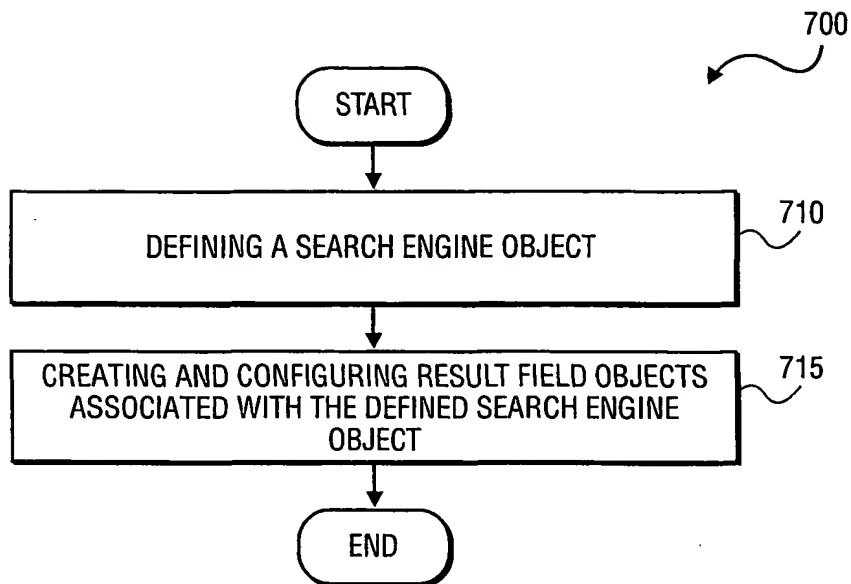


FIG. 7

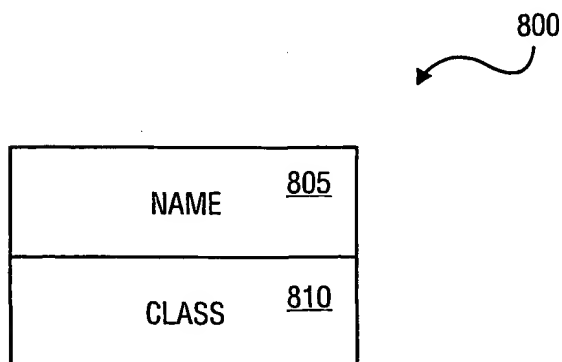



FIG. 8

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900



COLUMN NAME	<u>905</u>
CREATE COLUMN FLAG (OPTIONAL)	<u>910</u>
DATA TYPE (OPTIONAL)	<u>915</u>
INDEX MODE (OPTIONAL)	<u>920</u>
NAME	<u>925</u>
TEXT LENGTH (OPTIONAL)	<u>930</u>
TYPE	<u>935</u>

FIG. 9

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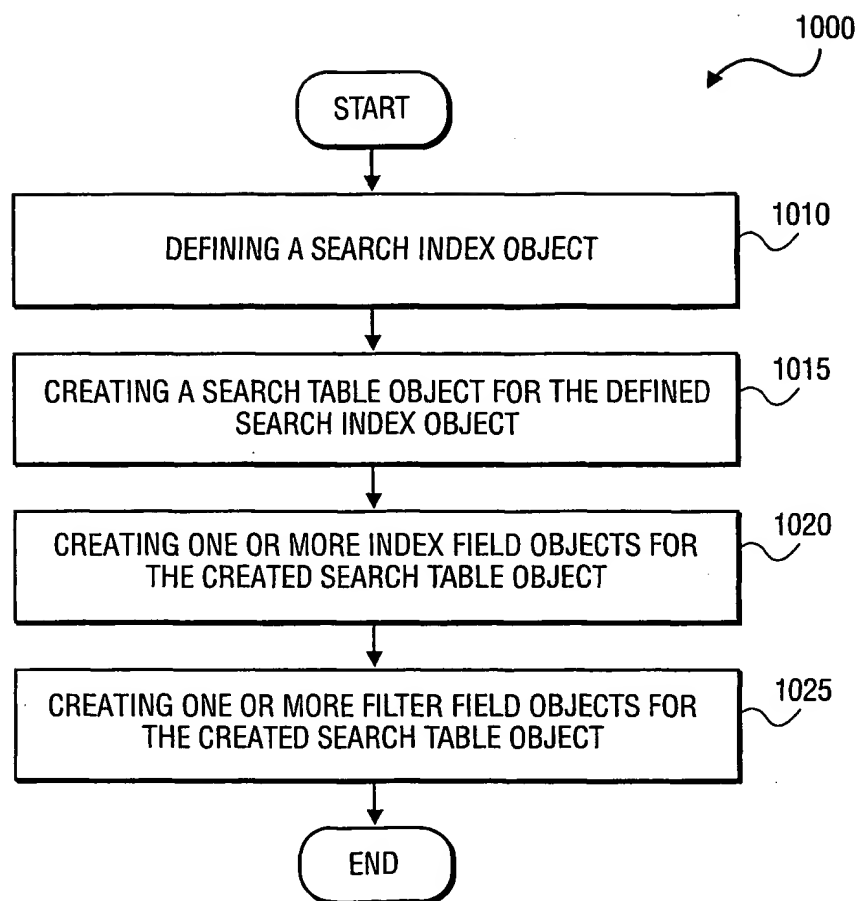



FIG. 10



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1100



NAME	<u>1105</u>
INDEX BUSINESS COMPONENT	<u>1110</u>
DATABASE TABLE FLAG	<u>1115</u>

FIG. 11

1200




TABLE NAME	<u>1205</u>
ENGINE	<u>1210</u>

FIG. 12

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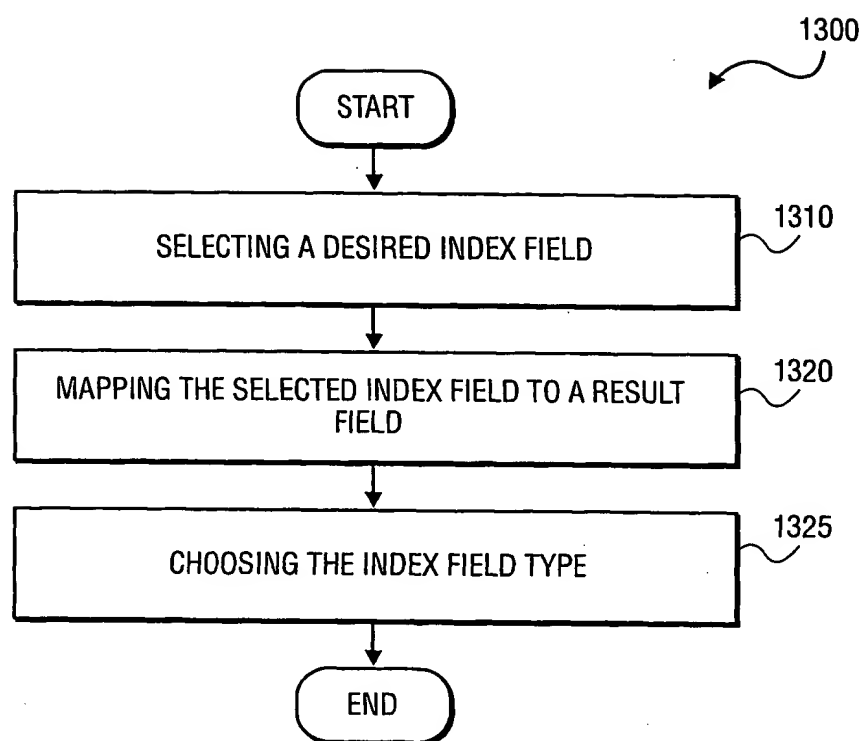



FIG. 13

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1400



BUSINESS COMPONENT FIELD	<u>1410</u>
RESULT FIELD (OPTIONAL)	<u>1415</u>
INDEX FIELD TYPE (OPTIONAL)	<u>1420</u>
SEQUENCE	<u>1425</u>

FIG. 14A

1450



NAME	<u>1455</u>
COLUMN NAME	<u>1460</u>
DATA TYPE (OPTIONAL)	<u>1465</u>
INDEX MODE (OPTIONAL)	<u>1470</u>
SEQUENCE	<u>1475</u>
TEXT LENGTH (OPTIONAL)	<u>1480</u>

FIG. 14B

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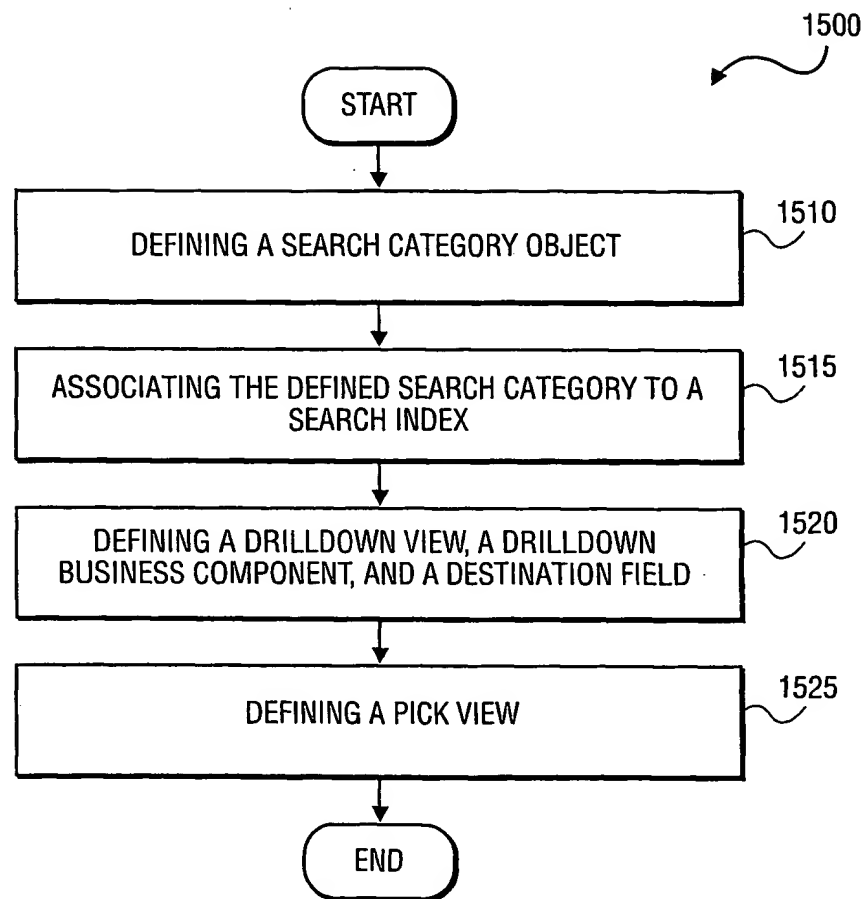


FIG. 15

1600

NAME	<u>1605</u>
SEARCH INDEX	<u>1610</u>
DRILLDOWN BUSINESS COMPONENT (OPTIONAL)	<u>1615</u>
DRILLDOWN VIEW (OPTIONAL)	<u>1620</u>
RESULT IDENTIFIER (OPTIONAL)	<u>1625</u>

FIG. 16

1700

APPLET	<u>1705</u>
VIEW	<u>1710</u>
NAME	<u>1715</u>
DESTINATION FIELD (OPTIONAL)	<u>1720</u>

FIG. 17

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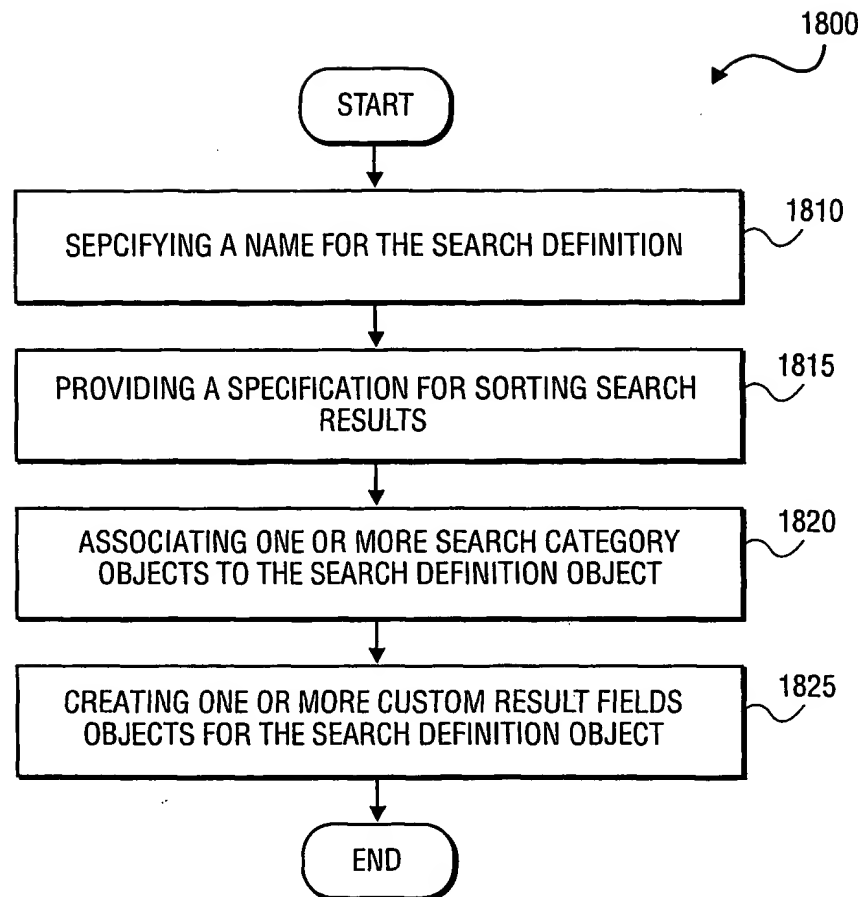



FIG. 18

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1900



NAME	<u>1905</u>
DISPLAY NAME	<u>1910</u>
FILTER SEARCH SPECIFICATION (OPTIONAL)	<u>1915</u>
USE FILTERED SEARCH (OPTIONAL)	<u>1920</u>
SEQUENCE (OPTIONAL)	<u>1925</u>

FIG. 19



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2000



DISPLAY NAME (OPTIONAL)	<u>2005</u>
DISPLAY FORMAT (OPTIONAL)	<u>2010</u>
NAME	<u>2015</u>
SCALING FACTOR (OPTIONAL)	<u>2020</u>
SEQUENCE	<u>2025</u>
TEXT ALIGNMENT (OPTIONAL)	<u>2030</u>
USE IN SEARCH (OPTIONAL)	<u>2035</u>
VISIBLE (OPTIONAL)	<u>2040</u>
WIDTH (OPTIONAL)	<u>2045</u>

FIG. 20

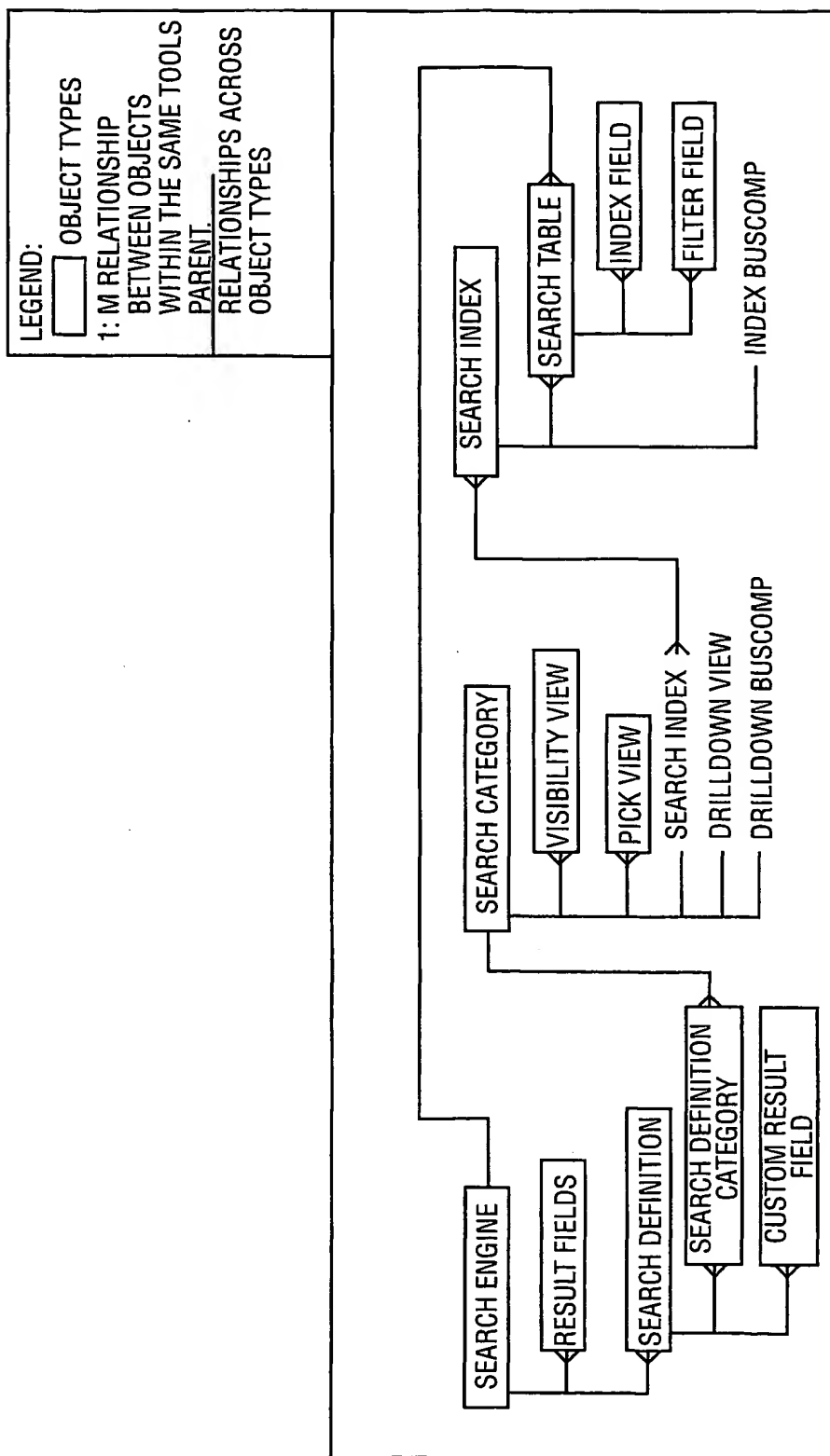


FIG. 21

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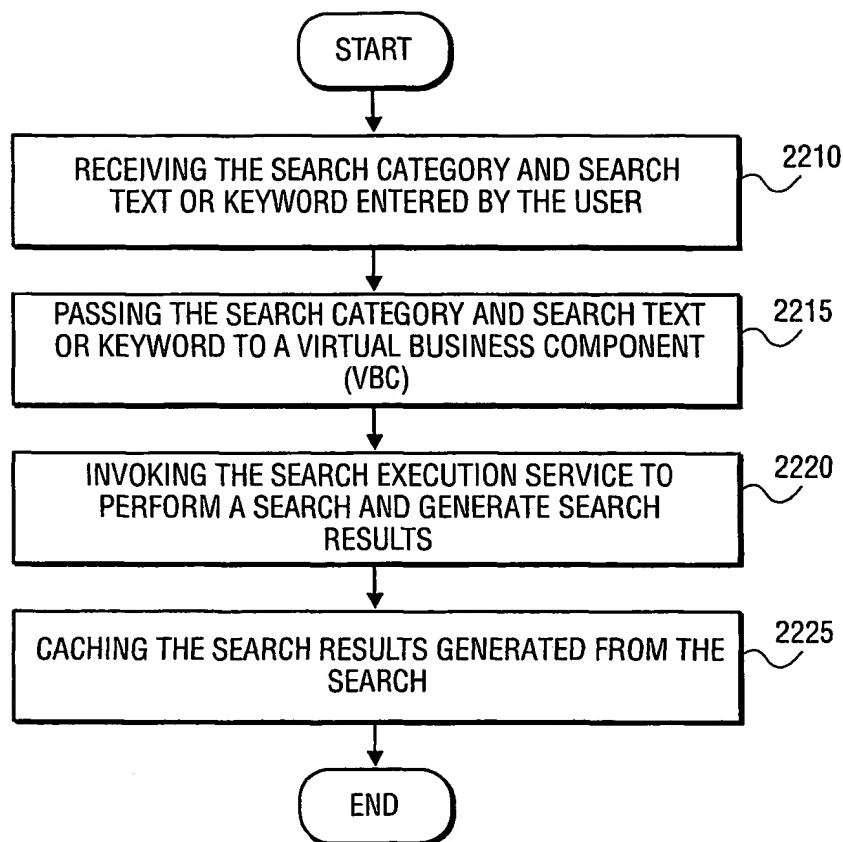


FIG. 22

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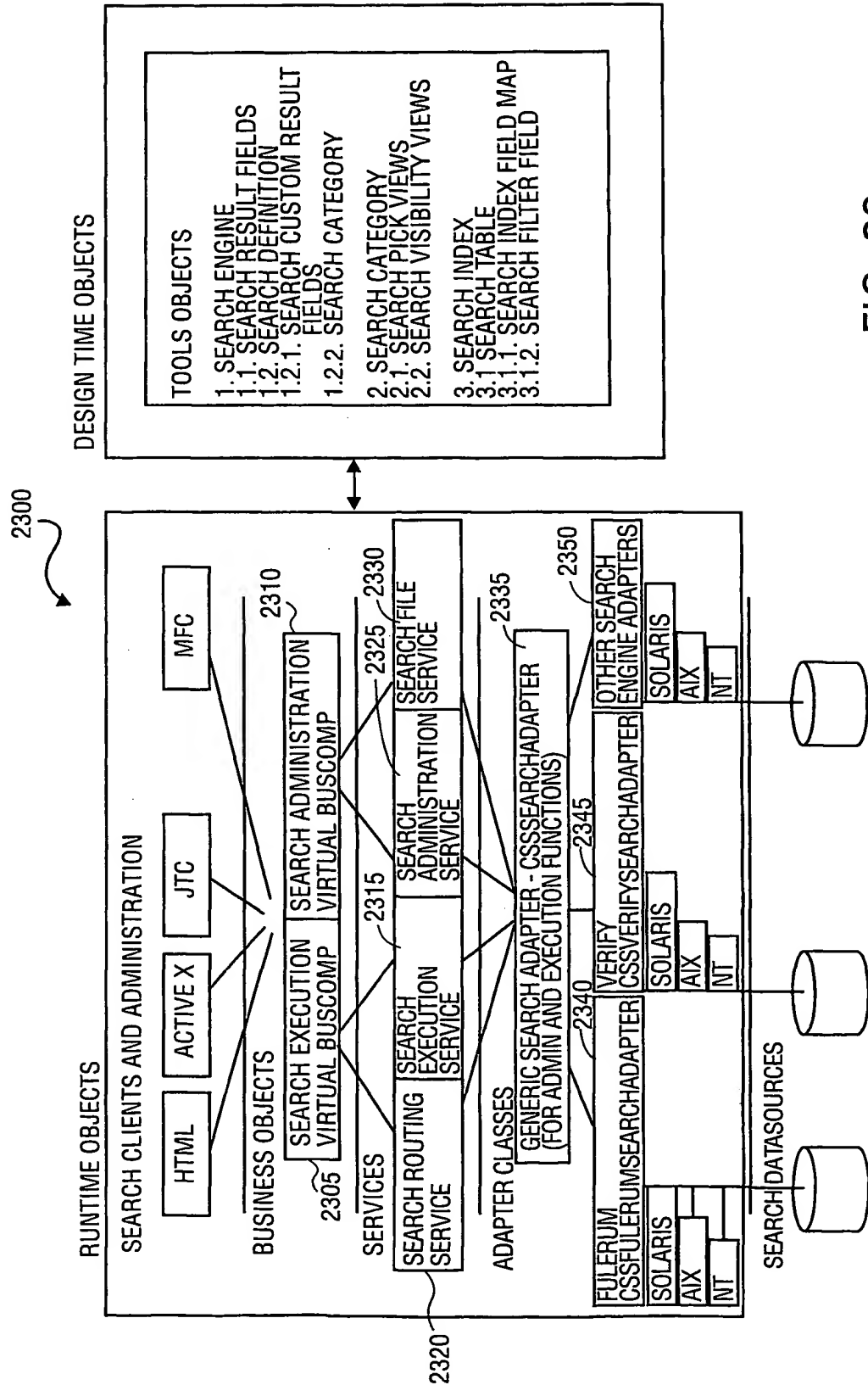


FIG. 23

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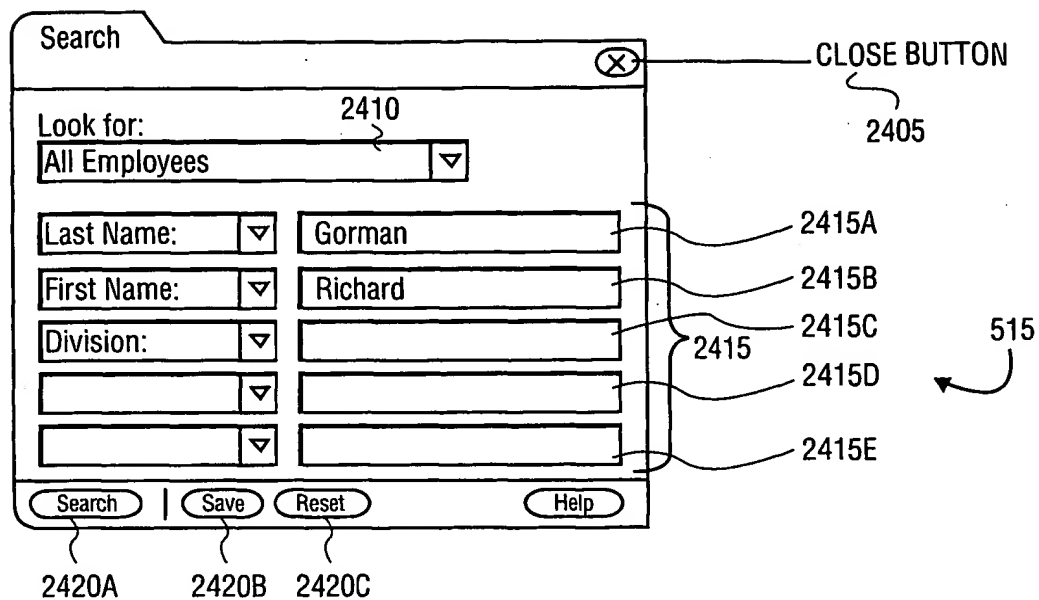


FIG. 24

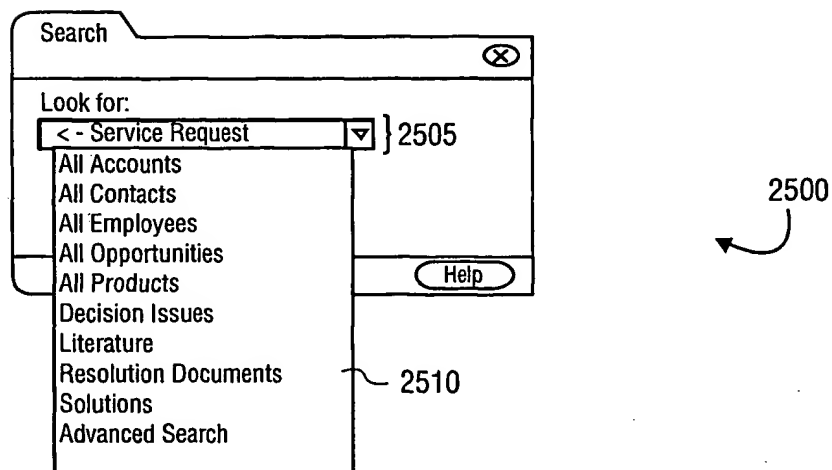


FIG. 25

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2600
2605
2610
2620

Siebel Service 7.0

File View Help Show My Service Requests

SIEBEL 2001

Service Activities Category Contacts Correspondence Decision Issues D&B Employee Expense Literature Find Request Favorites Accounts > \$1W

**Service Request**

SR #:

References:

Account:

Sites:

Last Name:

First Name:

Primary Phone #:

Email:

Data Opened:

Current Time:

Sources:

**Search**

Look for:  2605

All Employees:

First Name:

Division:

**Results**

Last name	First name
Gorman	Richard
Gorman	Richard
Gorman	Richard

**Service = My Service Requests > Activity Plans**

**Service Request**

1 of 2

**Summary**

Name	Summary	Data Open
Hard Drive Failure	24-2346, Hard Drive Failure	06/10/2000
Server Service Process	2-1CU, Server Service Process	06/29/2000
Tech Support Call	26-234A, Tech Support Call	07/08/2000

**Activities**

Type	Priority	Status	Descriptions
Diagnosis	2-high	Done	Run Diagnostic software and routine peripheral utility and inspections.
Assessment	2-high	Done	Cost Repair

FIG. 26

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FIG. 27

Siebel Service 7.0

File View Help Show My Service Requests

SIEBEL 2001

Service Activity Category Contacts Correspondence Decision Issues D&B Employee Expense Literature Find Request Favorites Accounts > \$1W Edit

**Service Request**

SR #:  2605

References:

Account:

Sites:

Last Name:  Select

First Name:

Primary Phone #:

Email:

Data Opened:

Current Time:

Sources:

**Search**

Look for:  2605

Keywords:  2720

In:  2715

☒ Solutions

☒ Service Requests

☒ Literature

☒ Activities

Service = My Service Requests > Activity Plans

1 of 2

Name	Summary	Data Open
Hard Drive Failure	24-2346, Hard Drive Failure	06/10/2000
Server Service Process	2-1CU, Server Service Process	06/29/2000
Tech Support Call	26-234A, Tech Support Call	07/08/2000

Activities

New 1 of 3 of 3

Type	Priority	Status	Descriptions
Diagnosis	2-high	Done	Run Diagnostic software and routine peripheral utility and inspections.
Assessment	2-high	Done	Cost Repair

**Results**

1 to 8 of 12

Type	Summary
Literature	Powering the WD-2500I Ha
Literature	2-1 CU Server Service Proc
Literature	50211 WD-25001 Hard Driv
Service Request	24-234B Tech Support Call
Service Request	24-234A Tech Support Call
Solution	2-1 CU Server Service Proc

2625

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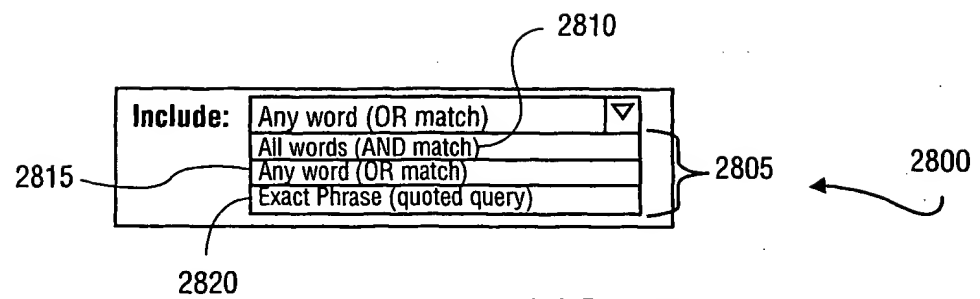


FIG. 28

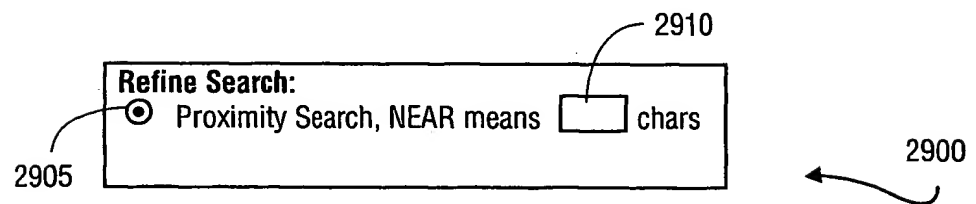


FIG. 29



3000

[http://smgalin142/callcenter/start.swe](#) - Microsoft Internet Explorer  
File Edit View Favorites Tools Help

Back Search History Address <http://smgalin142/callcenter.start.swe>

File Edit View Go Query Help

Home Accounts Activities Agreements Assets Calendar Campaigns Communication Contacts Decision Issues Operations Orders Show Search Indices

Search Indices:  
Index Settings  
[New](#) [Copy](#) [Find](#) 1 of 2

Name	Description	Language	Delete
◆ Default Setting	BNU		0

---

Name	Index Busscomp	Table Name	Exists	External Location	Index Status	Save
◆ Auction	Auction detail	FUL_AUCT				<input checked="" type="checkbox"/>
> Catalog Category	Catalog Category	FUL_CAT	✓		205 Records Indexed 0 Records Not Ignored	<input checked="" type="checkbox"/>
< Decision Issue	Decision Issue	FUL_DEC	✓		45 Records Indexed 0 Records Not Ignored	<input checked="" type="checkbox"/>
> Document	FUL_EXTDOC	WSWCALN142OWledsearch_doc#	✓		15 Records Indexed 1 Records Not Ignored	<input checked="" type="checkbox"/>
< Literature	Sales Tool	FUL_LIT	✓		5 Records Indexed 4 Records Not Ignored	<input checked="" type="checkbox"/>
> Product	Winner Product	FUL_PROD	✓		173 Records Indexed 0 Records Not Ignored	<input checked="" type="checkbox"/>
< Resolution Documents	SR Resolution ??	FUL_RESDOC	✓		8 Records Indexed 4 Records Not Ignored	<input checked="" type="checkbox"/>

**SUBSTITUTE SHEET (RULE 26)**

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3100

Search Indices:

Index Settings

Home New Copy Find 1 of 2

Home Description Language Delete Save

Default Setting BNU

Name	Value	Delete	Save
Normalization	DEFAULT	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stop file	c:\program files\ultrum\ultext\ultext.sip	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Translation Label	VAN_LATIN	<input type="checkbox"/>	<input checked="" type="checkbox"/>

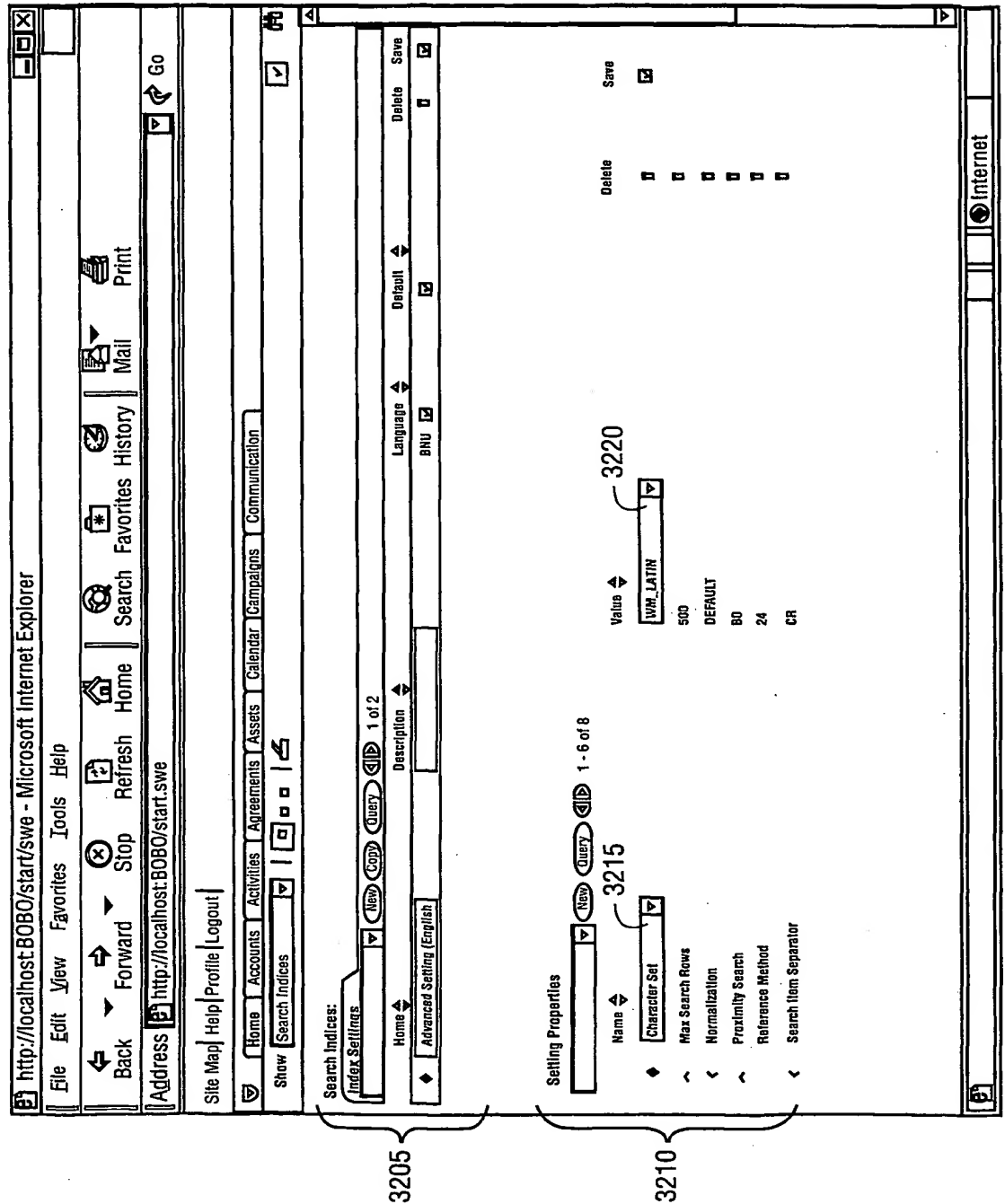
3105

3110

FIG. 31

3200

FIG. 32



3220

3215

3210

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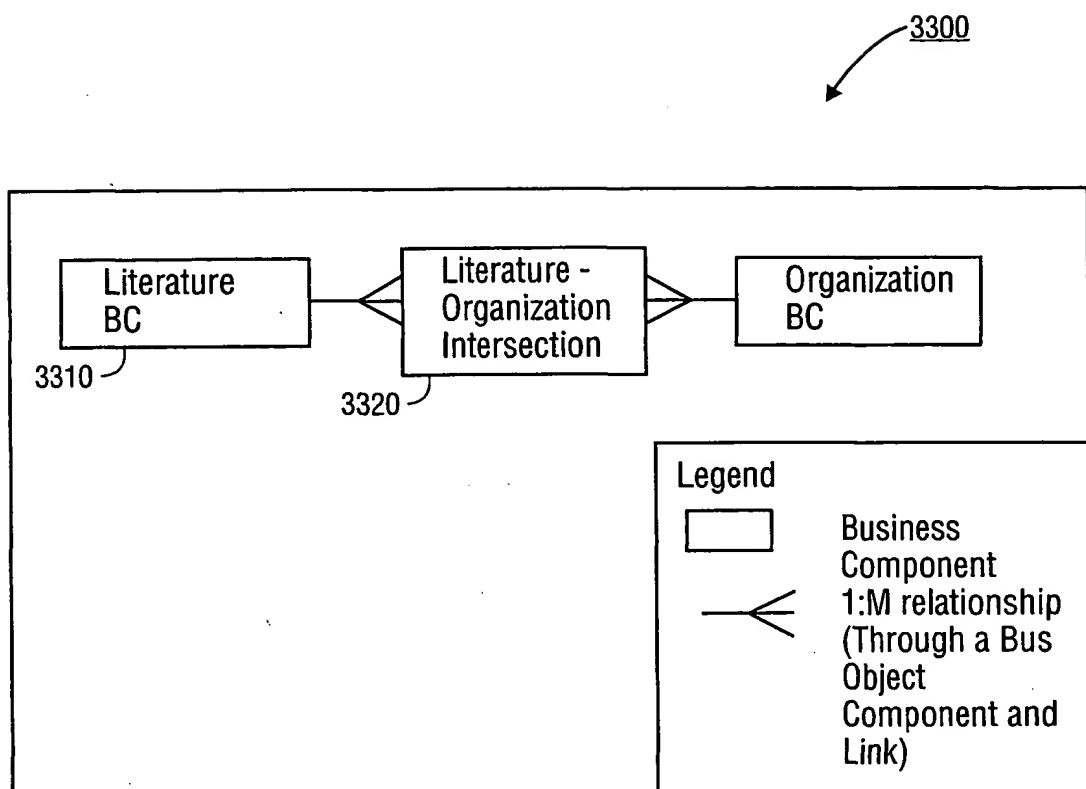


FIG. 33

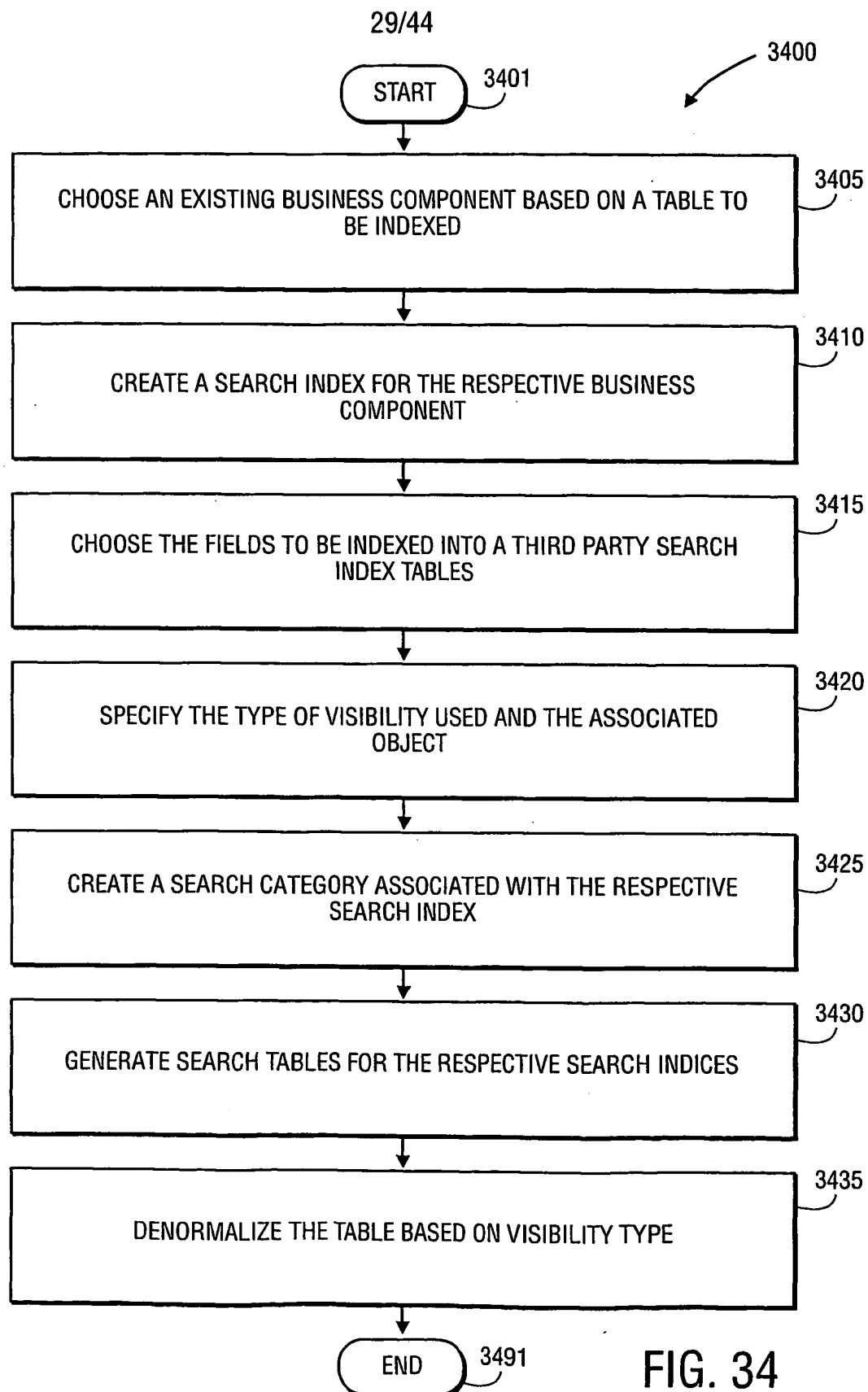
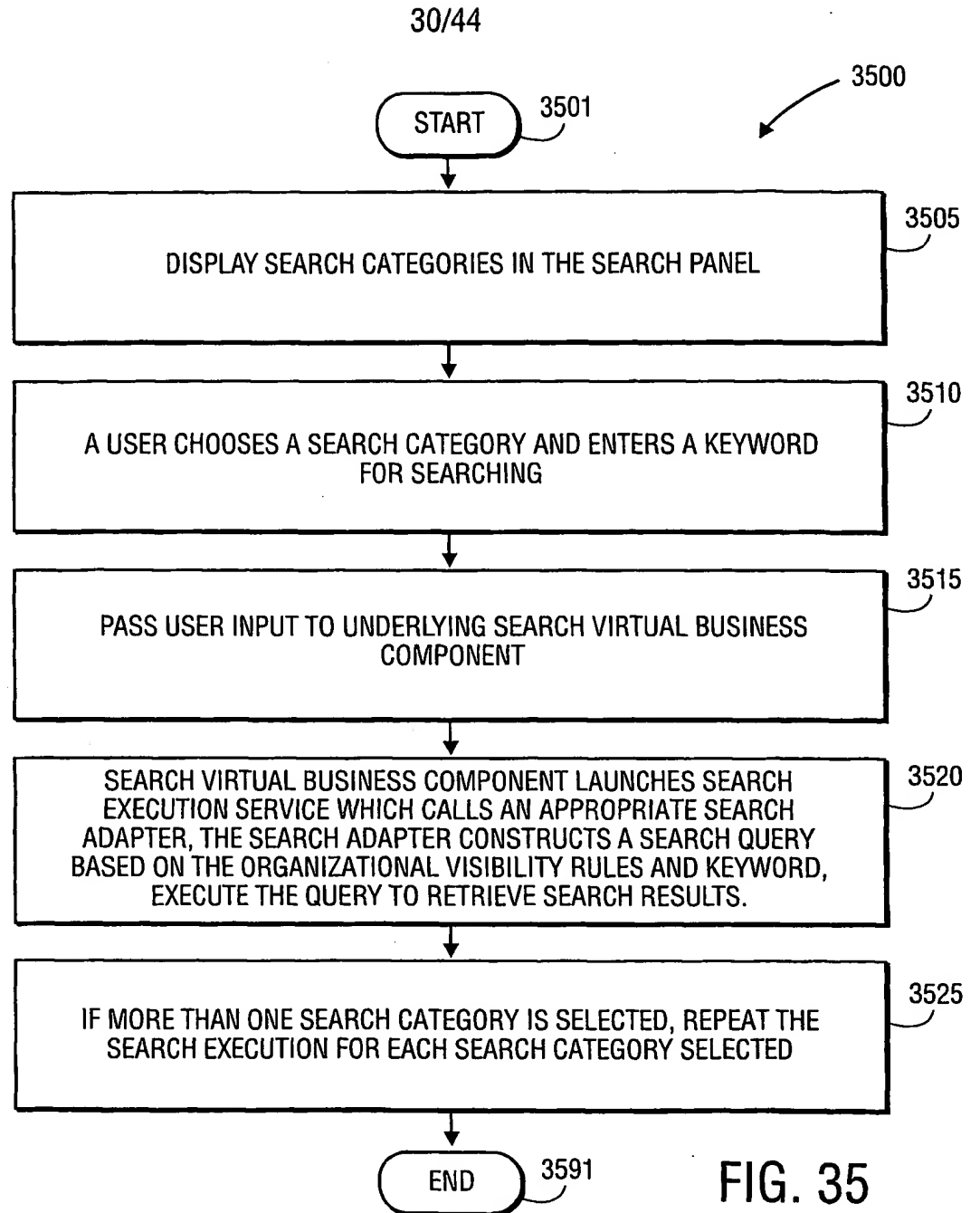


FIG. 34



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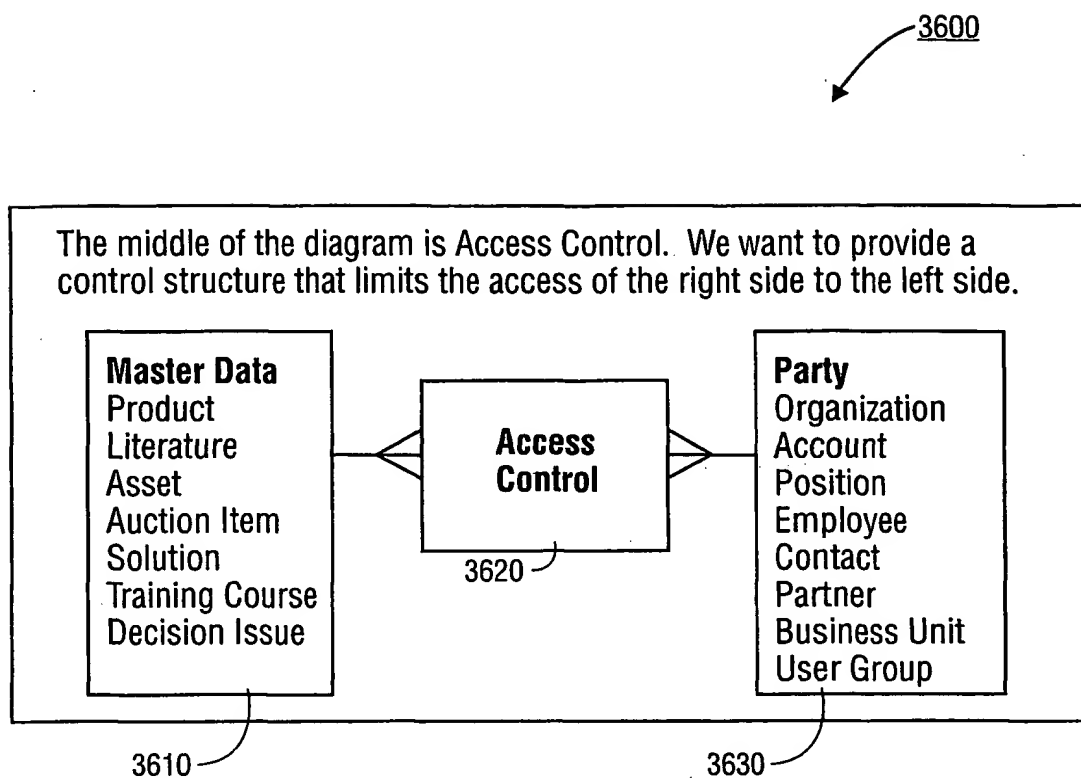


FIG. 36

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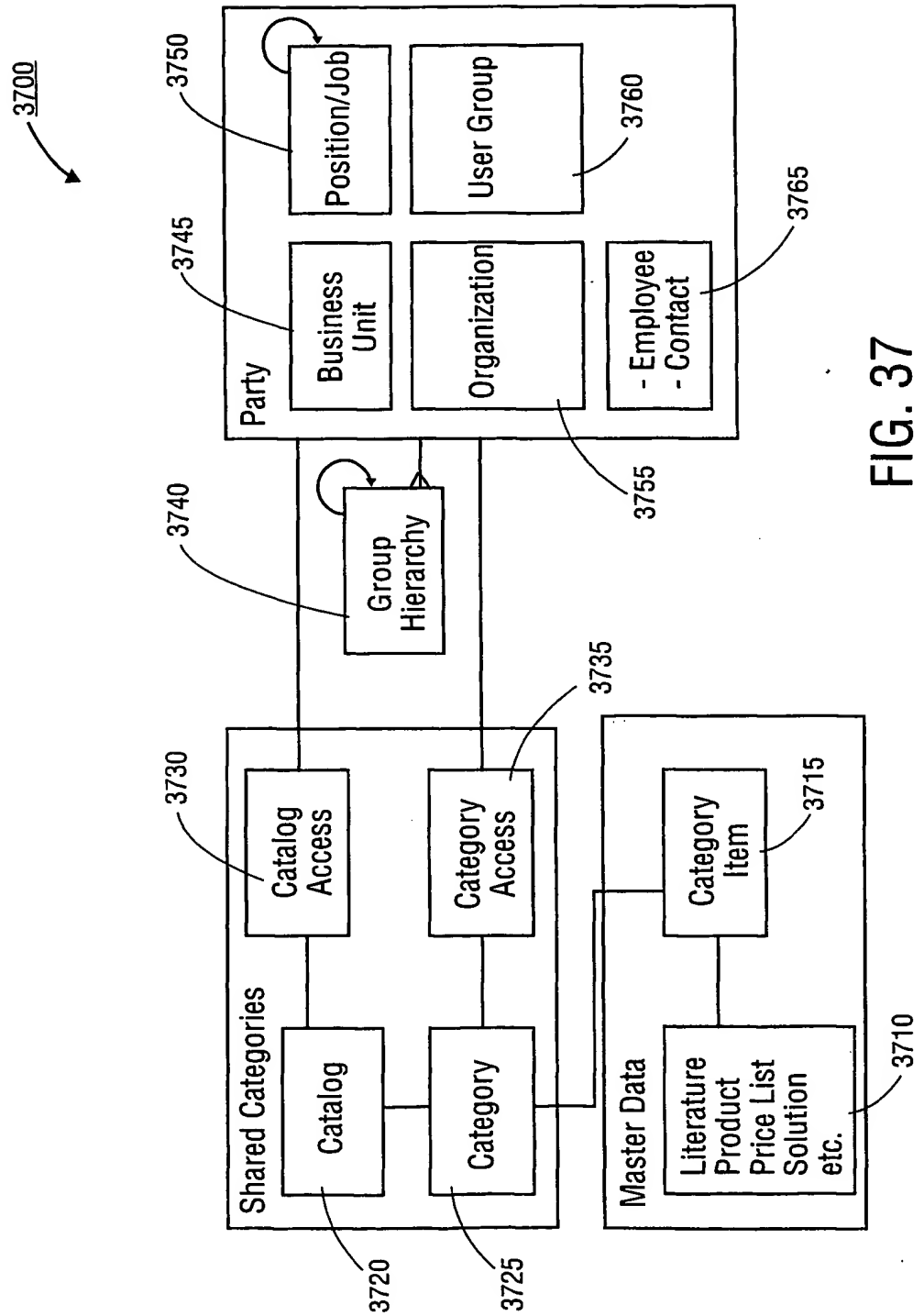


FIG. 37



3800

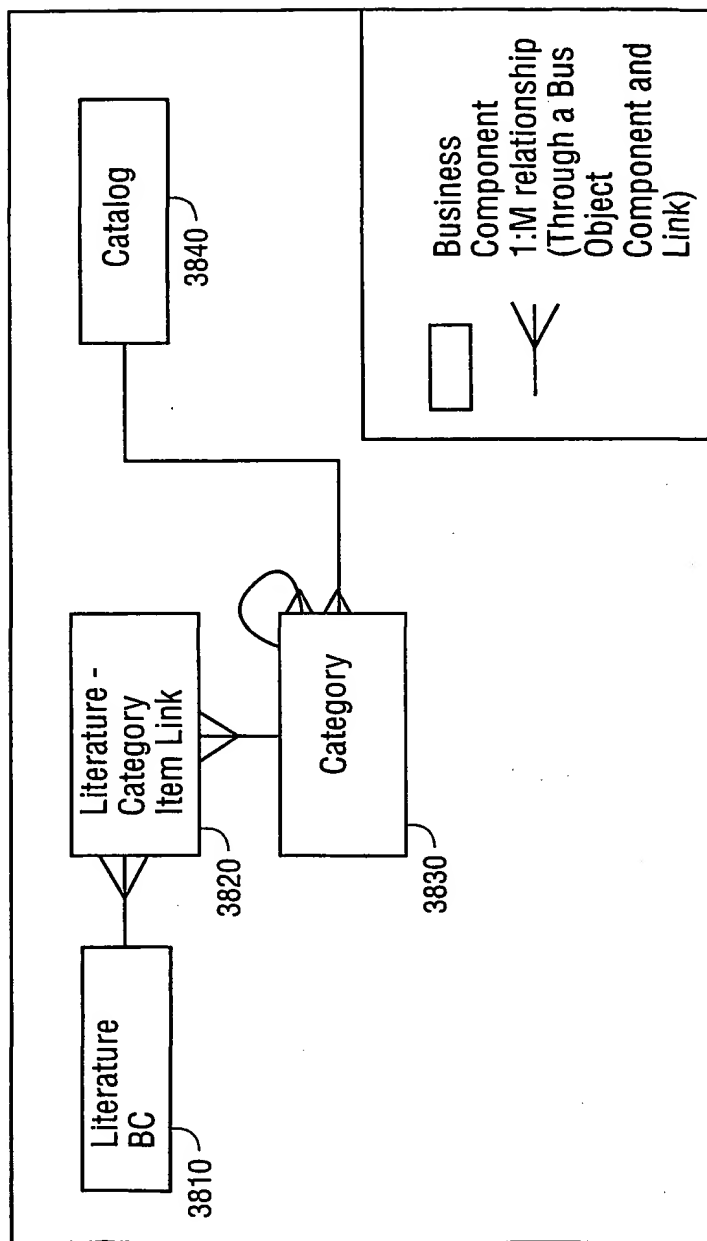


FIG. 38

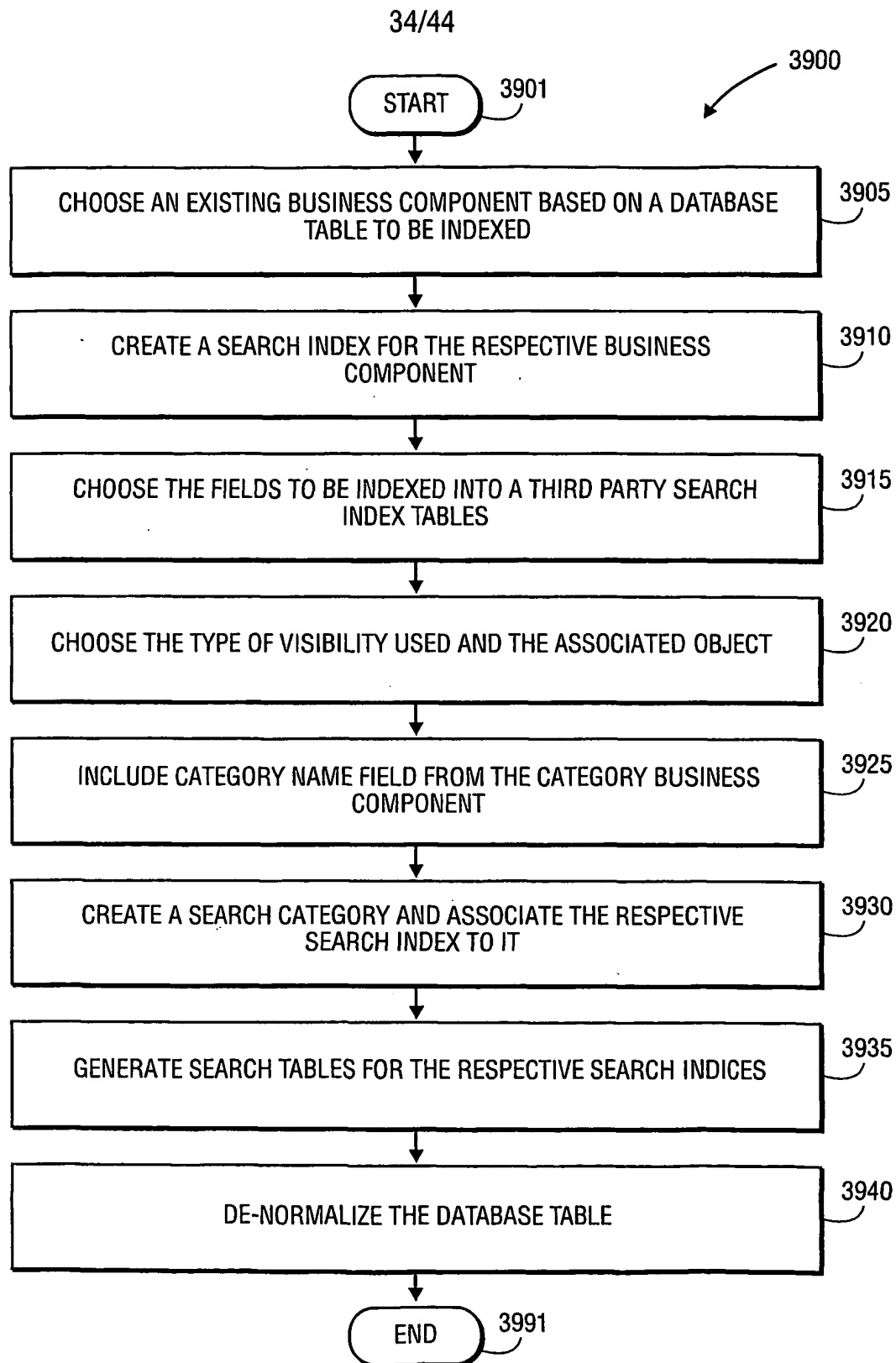


FIG. 39

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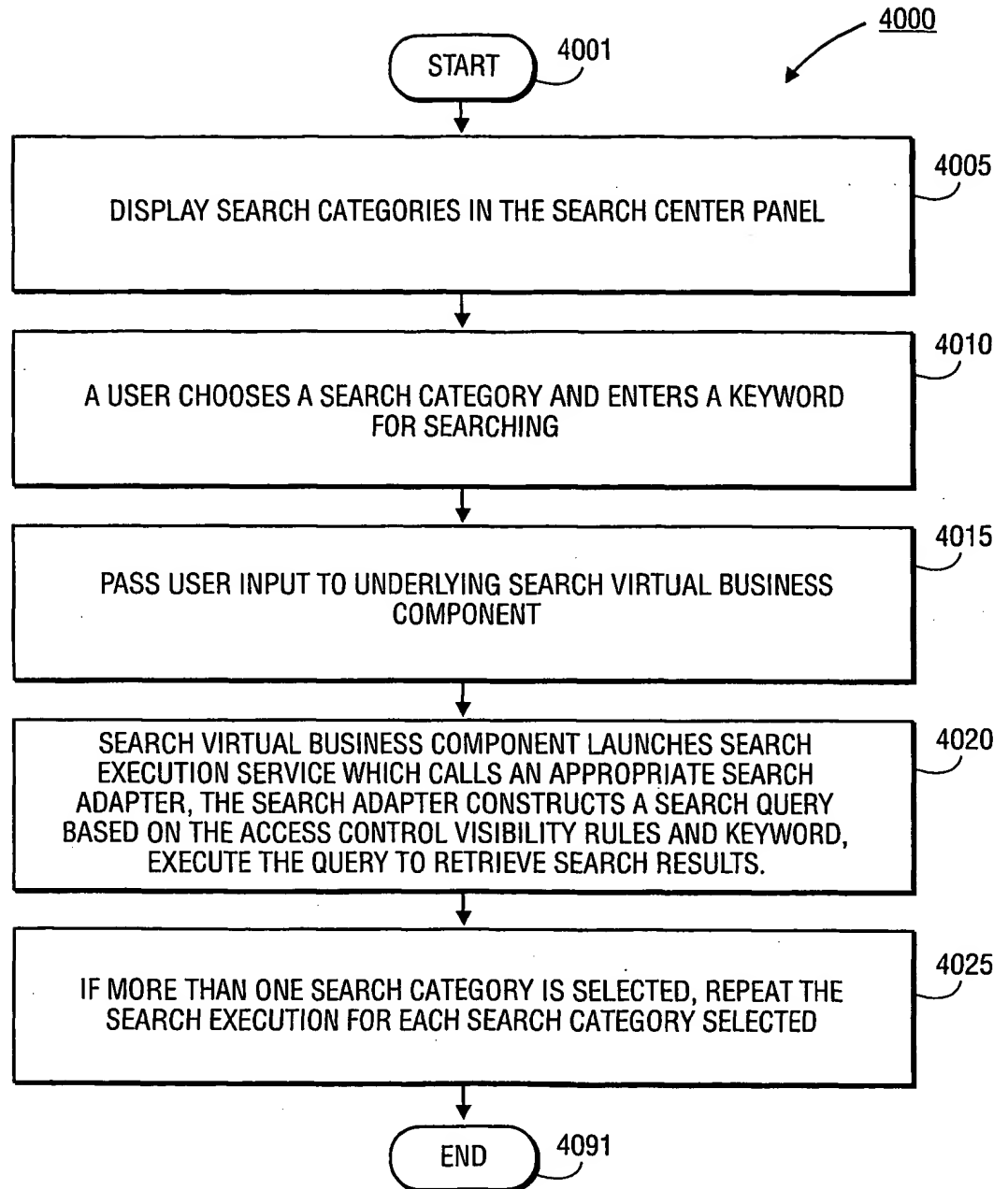


FIG. 40

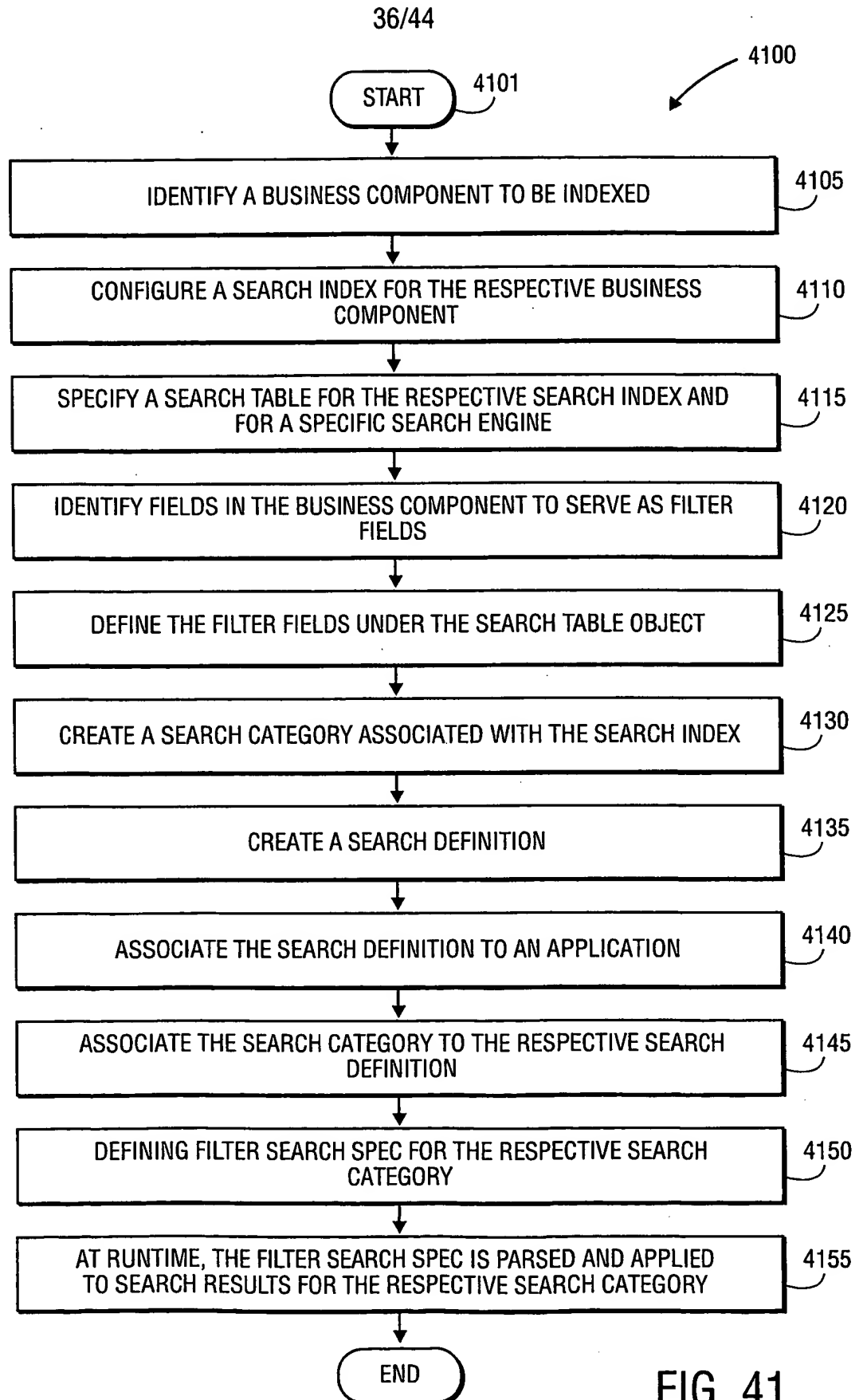


FIG. 41

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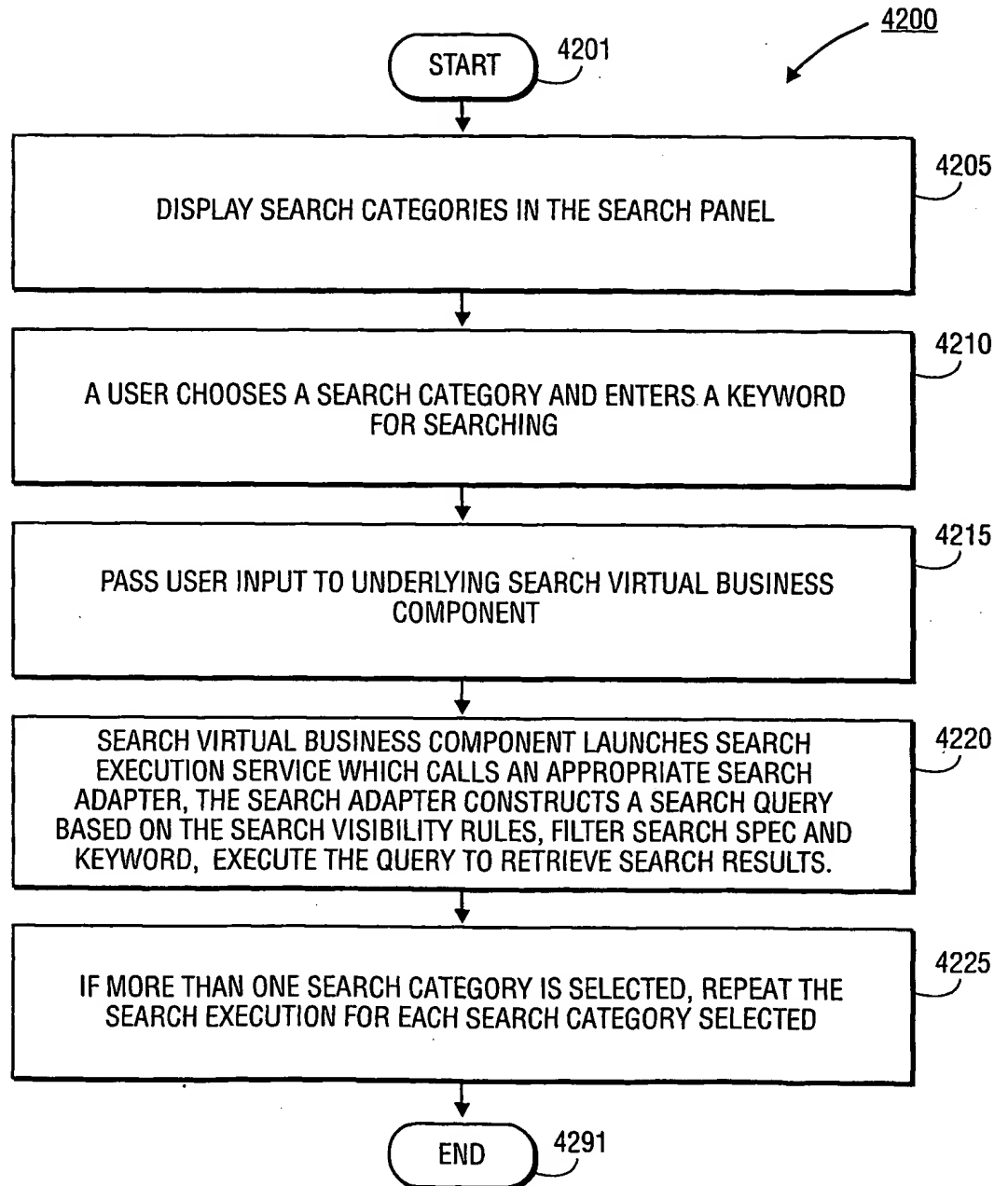


FIG. 42

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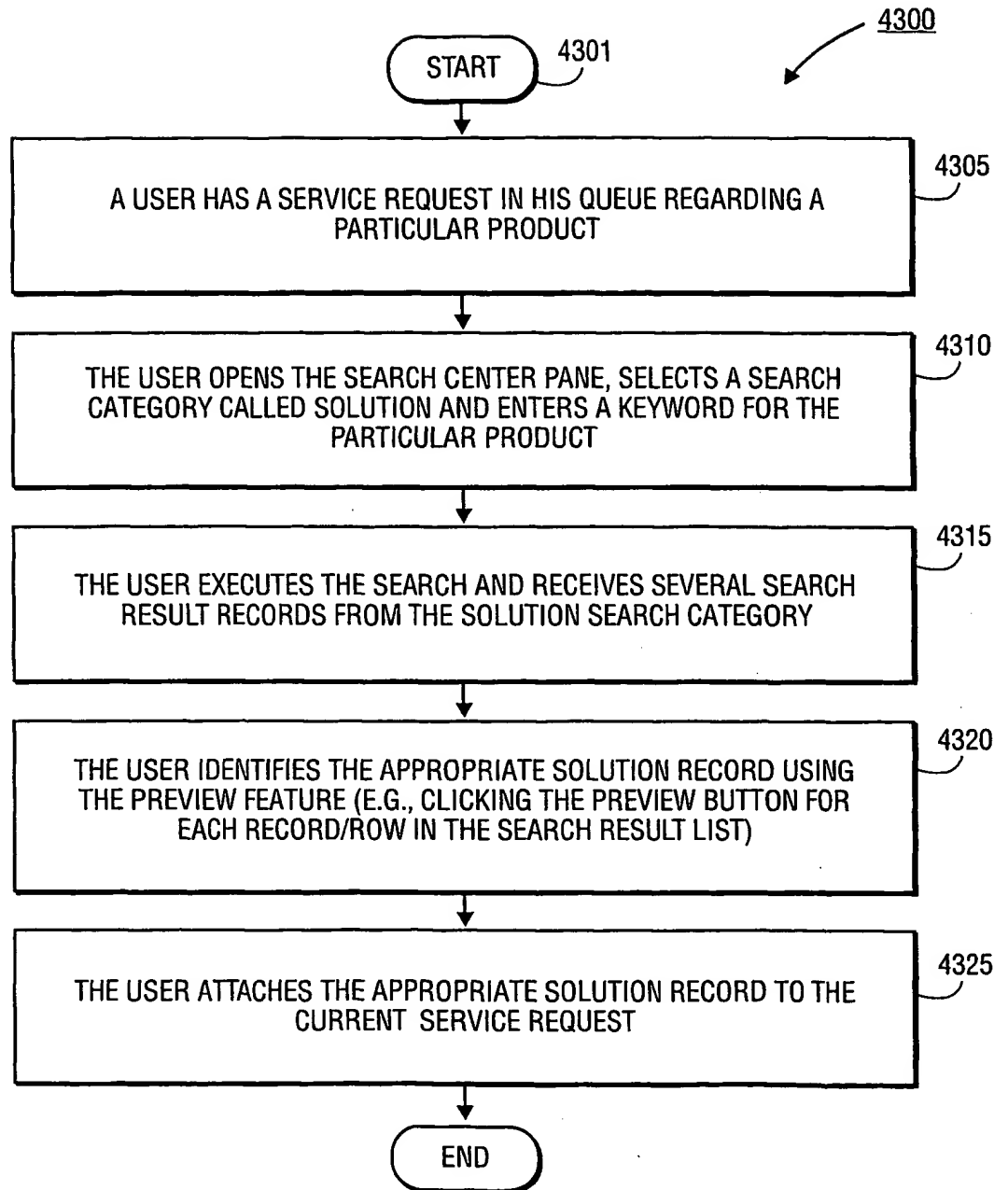


FIG. 43

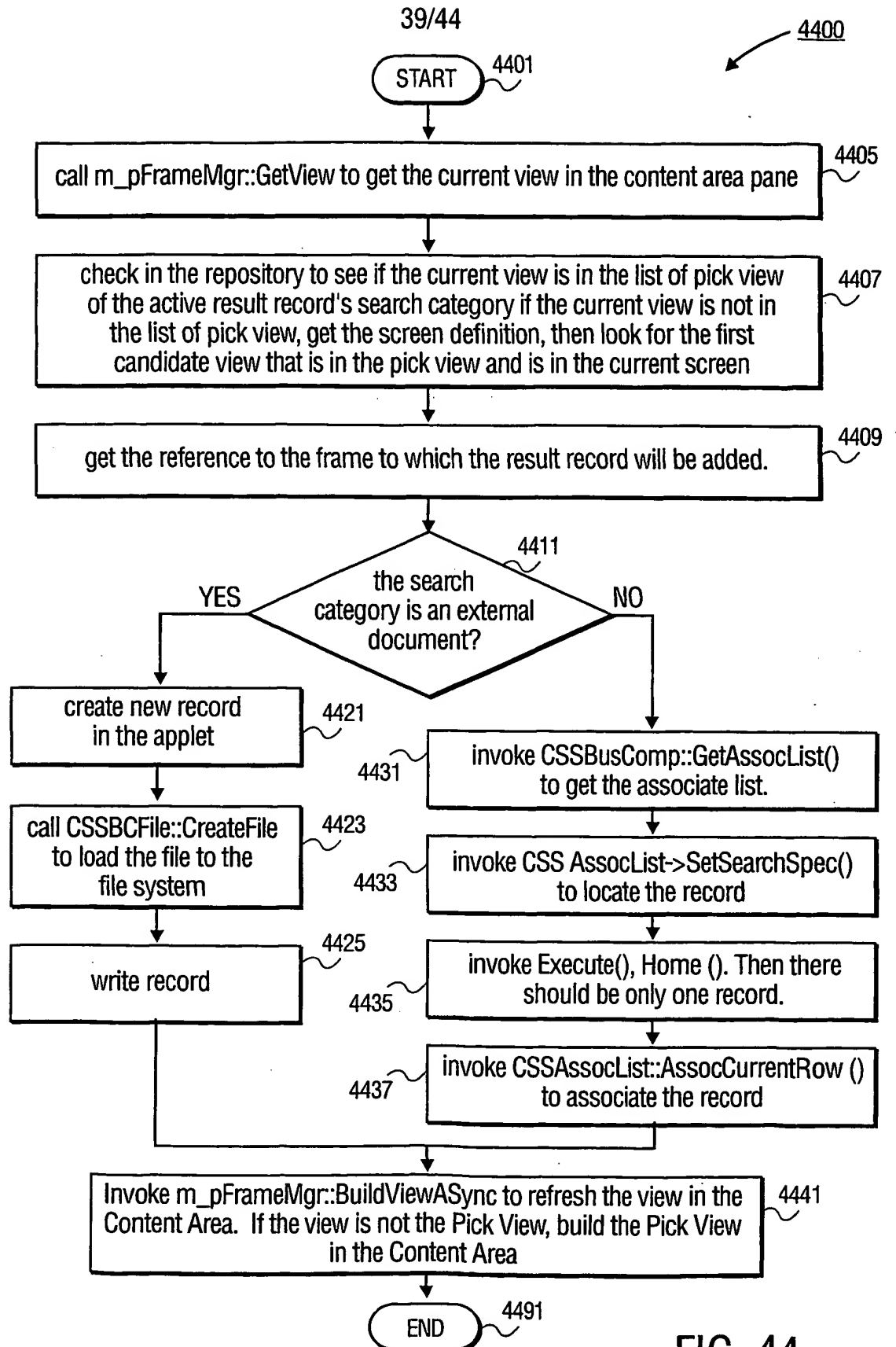


FIG. 44

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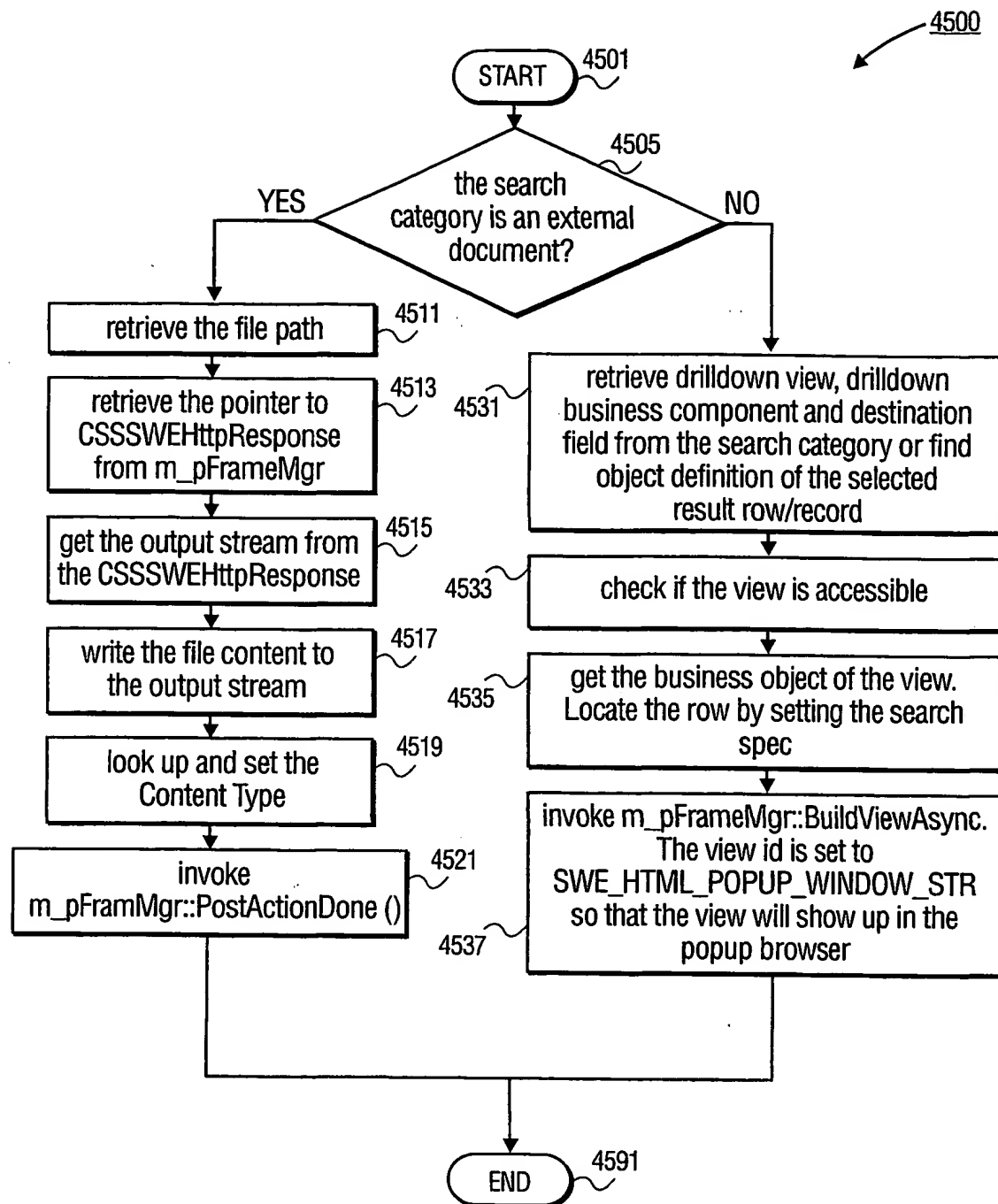


FIG. 45



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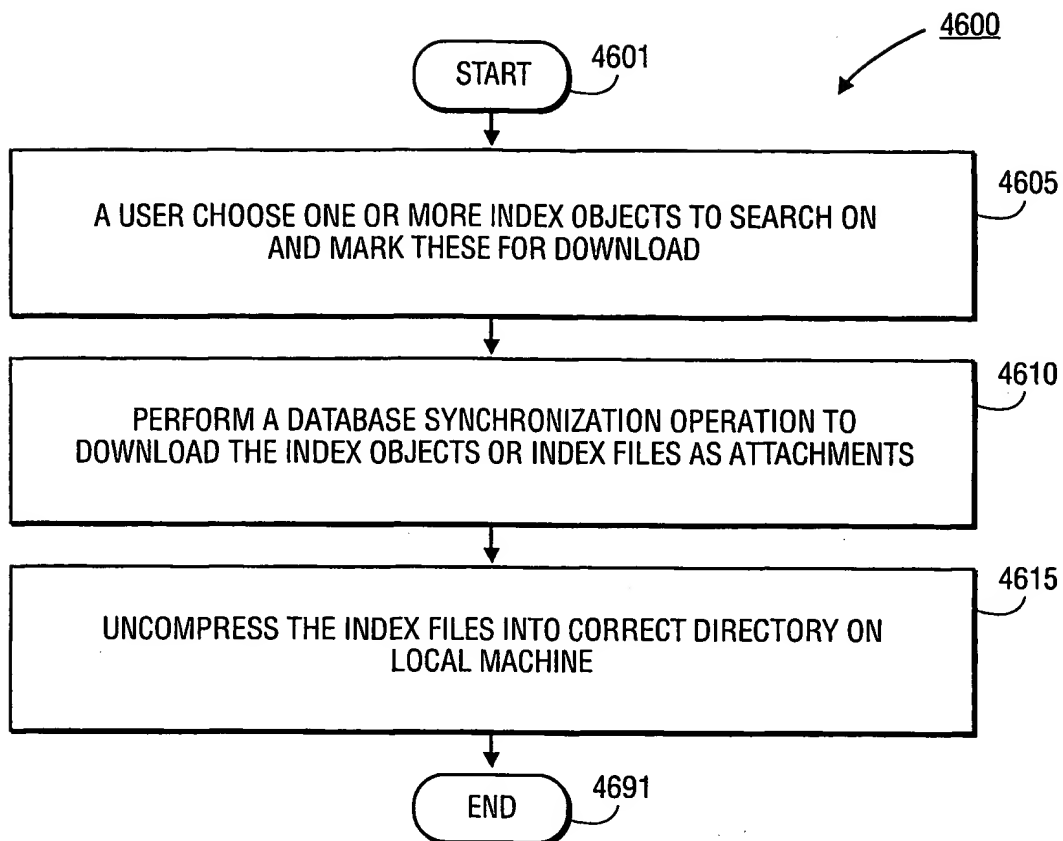


FIG. 46

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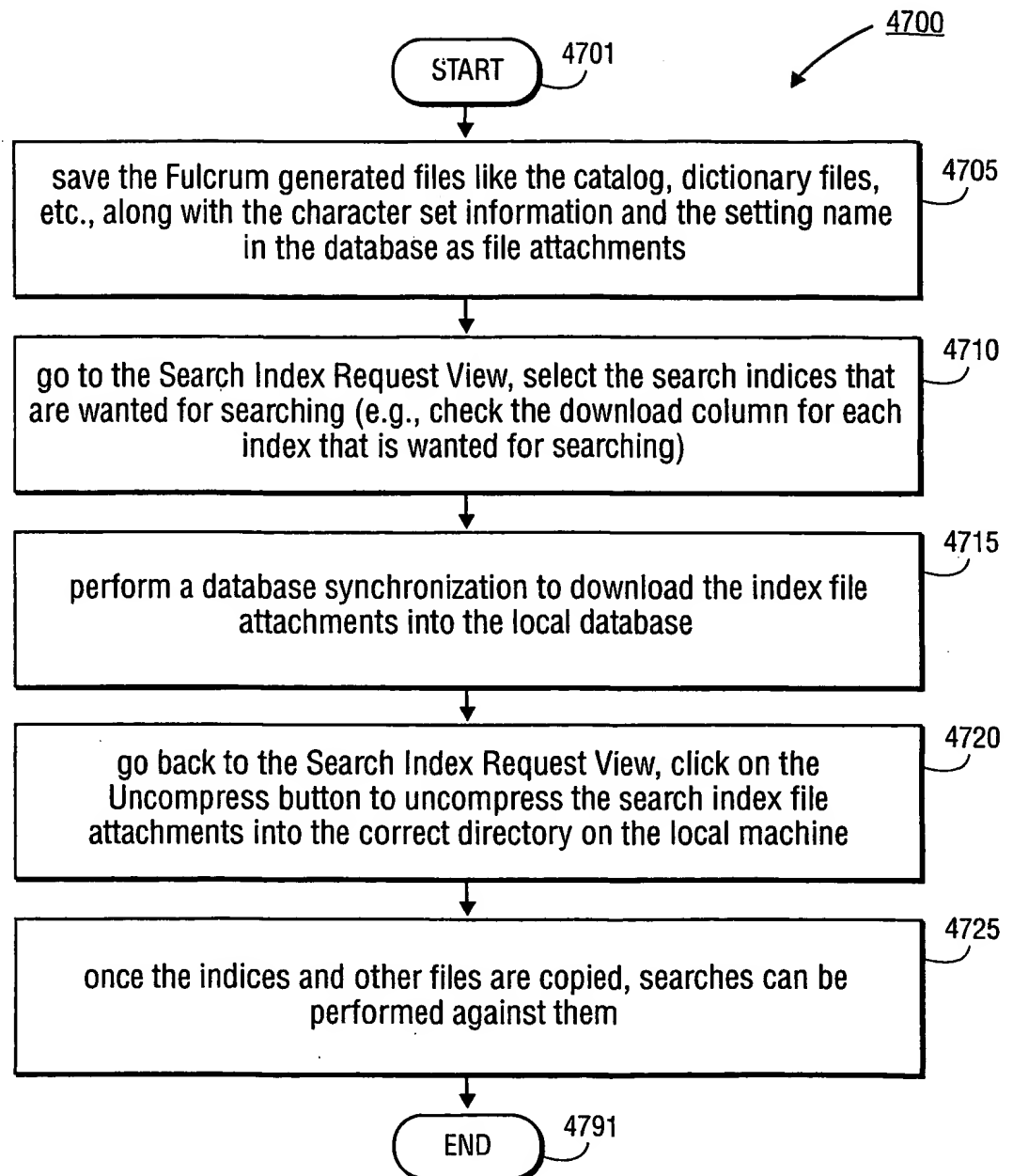


FIG. 47

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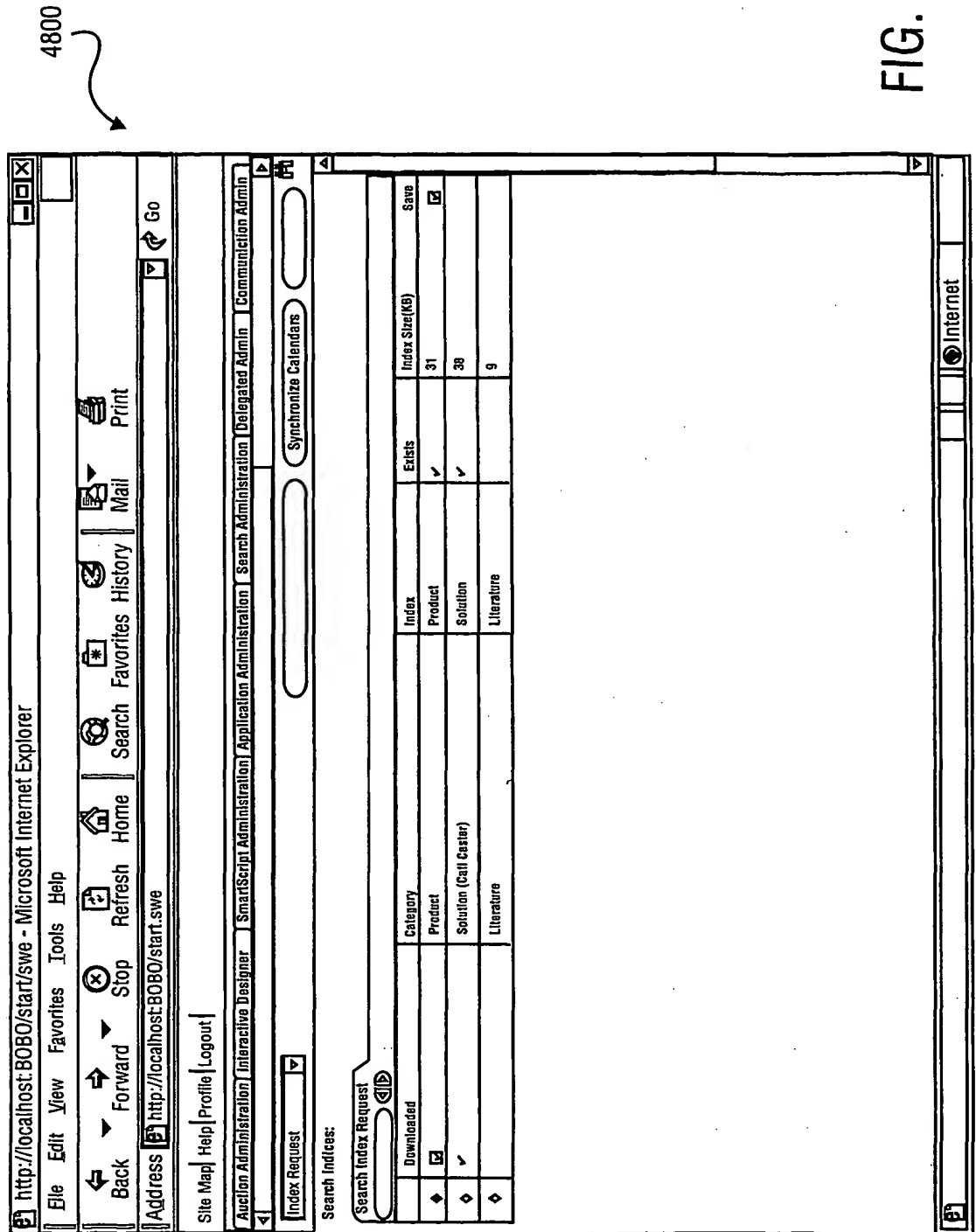


FIG. 48

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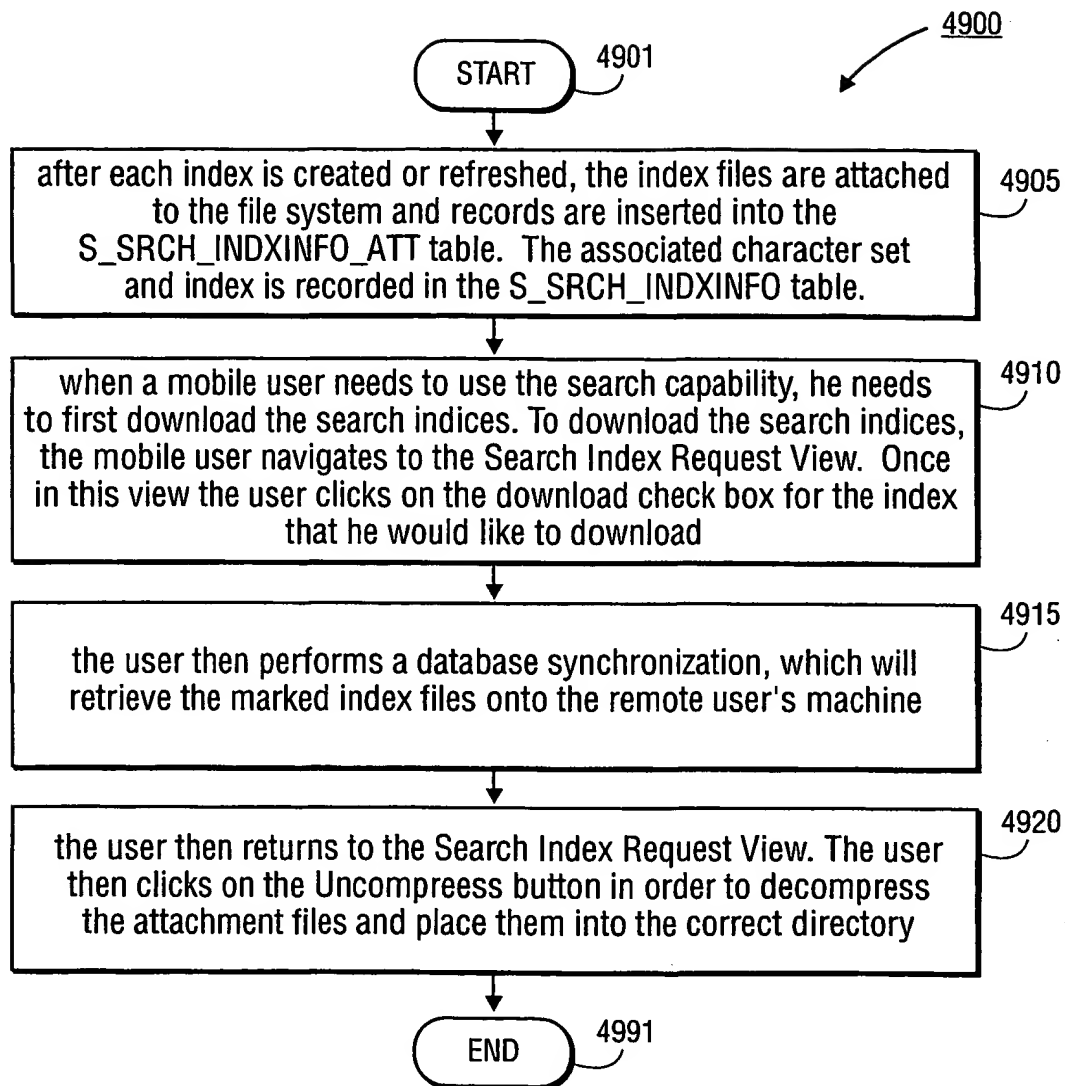


FIG. 49